

National Aeronautics and
Space Administration

Lyndon B. Johnson Space Center
2101 NASA Parkway
Houston, Texas 77058-3696



Reply to Attn of: BJ2-09-051

October 16, 2009

TO: All Prospective Offerors

FROM: BJ2/Contracting Officer, Institutional Procurement Office

SUBJECT: Request for Proposal (RFP), NNJ09244782R
Information Technology and Multimedia Services (ITAMS) Contract

The National Aeronautics and Space Administration (NASA) Lyndon B. Johnson Space Center (JSC) is pleased to release a RFP for the ITAMS Contract.

ITAMS is an Indefinite Delivery Indefinite Quantity (IDIQ)/Cost-Plus-Incentive Fee (CPIF) contract and is a competitive procurement set-aside for small business.

Effective immediately, all offerors are requested to direct any communications regarding this acquisition in writing to the Contracting Officer. The Contracting Officer is the official point of contact for ITAMS until the completion of the acquisition process. All offerors should review the final RFP and submit written questions by 12:00 p.m. local time, October 21, 2009 in accordance with provision L.15. Questions may also be submitted anonymously via the "Anonymous Questions to the Contracting Officer" link on the ITAMS website. Answers will be posted as an amendment(s) to the RFP without identifying the person or company that submitted the question. Questions and answers will also be posted on the ITAMS website at <http://procurement.jsc.nasa.gov/itams>. To ensure that questions are answered timely, please submit them as early as possible.

Proposal marking and delivery instructions are provided in provision L.13 of the RFP. The proposal is due no later than 2:00 p.m., local time, November 18, 2009. In addition, the RFP specifies early submission of Volume II – Past Performance and the Cognizant Audit Office Template. These items are requested by 2:00 p.m., local time, October 28, 2009, but not officially due until November 18, 2009.

Proposals shall be addressed and delivered to the following:

**NASA Lyndon B. Johnson Space Center
Attn: Jennifer L. Krause (281-244-2379)
Mail Code: BJ2
Building 416N
2101 NASA Parkway
Houston, Texas 77058-3696**

All proposals must be delivered to the above address through NASA JSC Central Receiving. NASA JSC Central Receiving address is:

**NASA Lyndon B. Johnson Space Center
Central Receiving, Building 421
2101 NASA Parkway
Houston, TX 77058-3696**

IMPORTANT: JSC Central Receiving can only be accessed through JSC Gate 4, which is located off Space Center Boulevard and Bay Area Boulevard. Offerors are cautioned that the delivery process may require an hour or more for packages to be screened through security and subsequently delivered by the offeror to the Contracting Officer at Building 421 while being accompanied by an employee of the U. S. Government. Offerors should note, JSC Central Receiving stops accepting packages for security screening at 2:00 p.m. local time. Incoming packages received after 2:00 p.m. local time cannot be screened until the following business day.

Offerors are encouraged to notify the Contracting Officer one day in advance of the proposal submission. Any attempt by an offeror to deliver a proposal on a weekend or on a Federal holiday shall be coordinated through the Contracting Officer at least 48 hours prior to the planned delivery date.

Please contact the Contracting Officer at 281-244-2379 or the SEB Chairman at 281-244-2365 to coordinate delivery of your proposal.

The proposal instructions contained in provision L.19.2 specify that proposals are to be submitted in hard copy, CD-ROM, and flash drive. In addition, provision L.19.6 states that offerors are to provide a copy of their proposal to the cognizant Defense Contract Audit Agency (DCAA) field office concurrent with delivery to JSC.

In accordance with provision L.19.1, offerors shall propose to all requirements as described in the solicitation. Additionally, proposals submitted in response to this solicitation shall include the offeror's name, cage code, and complete address, including street, city, county, state, and zip code. Proposals shall also provide a telephone number, fax number, and an e-mail address where the person responsible for the proposal may be contacted.

Offerors are reminded that this solicitation contains several Excel Workbooks. Based on the offeror's print settings, some cells may be truncated. It is the offeror's responsibility to expand any truncated cells as appropriate to ensure that all information prints correctly.

Enclosed with this letter is a document change log which lists notable changes made to the Final RFP since the release of the Draft RFP. Although every effort was made to include all notable changes, there may be some edits that are not recorded on the log. Therefore, all potential offerors are advised to carefully read the entire Final RFP.

The Government would like to highlight the following unique elements of the ITAMS RFP:

- ITAMS contains both performance and cost incentives. Please refer to Attachment J-1, "Incentive Fee Plan," for details;
- The IDIQ task orders (Attachment L-3) are the task orders that may and are expected to be issued prior to contract start. The Offeror should plan adequate support for the task order process during Phase-In. The Government reserves the right and intends to award the task orders as proposed; and
- For the purposes of the ITAMS proposal evaluation process, innovations are defined in Provision L.19.3 as those parts of your approach that allow you to achieve efficiencies that could lead to an overall cost savings.

Furthermore, the Government anticipates issuing an amendment to provide updated property lists and additional property management clauses. This amendment may impact Sections G and H, Attachments J-13 and J-14, as well as potentially add new attachments in Section J.

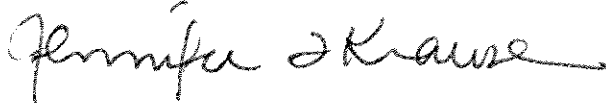
An electronic technical library has been made available and can be accessed via the ITAMS website. The electronic technical library will remain unchanged as of the date of this letter. Interested parties will be notified of any updates via the NASA Acquisition Internet Service (NAIS) at <http://procurement.nasa.gov/>.

A user name and password are needed to access the technical library. To request access, please e-mail the Contracting Officer at jsc-itams-seb@ndc.nasa.gov with the following information:

- A. Your name
- B. Full company name
- C. Company address and phone number
- D. Point of contact
- E. Foreign company status
- F. CAGE Code

Offerors are reminded to monitor NAIS and the ITAMS website for any changes to the schedule or posting of amendments to this RFP. Furthermore, an announcement concerning the sensitivity of communications related to this procurement was distributed to all JSC personnel concurrently with the release of the final RFP.

Thank you for your valuable input into the Draft RFP and for your continued interest in the NASA/JSC ITAMS acquisition.

A handwritten signature in black ink, appearing to read "Jennifer L. Krause". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer L. Krause
Contracting Officer

Enclosure: Attachment 1, RFP Document Change Log

ATTACHMENT - 1

DOCUMENT CHANGE LOG

UCF	RFP Reference	Change
A	SF 33	Block 9 updated
B	B.8	Clarified that the chart is to be completed based on negotiated task orders
B	B.9	Added labor categories for the White Sands Test Facility (WSTF)
C	WBS 3.2.1	Added reference to DRD's 17 and 11
C	WBS 3.2.5	Corrected reference to DRD-1 in paragraph 4 to be DRD-11
C	WBS 3.4	“(see H.14)” changed to “(see H.12) to reflect correct clause number
C	WBS 3.5	Modified QMS standards from 2000 to 2008 to reflect the latest revision
C	WBS 4.1	Provided clarification regarding the Help Desk/Technical Support Professional Association and training and certification
C	WBS 5.4.6	Removed reference to quality plan
C	WBS 5.4.6.1.2	Corrected the definition of minor project to be consistent with the requirements stated in Task Order #2
C	WBS 5.4.6.2.1	Corrected grammar and provided clarification by referencing WBS 3.25
C	WBS 7.1.3	Provided clarification for duplicates and backup copies of facility drawings
C	WBS 7.1.6	Provided clarification for PDF and TIFF requirements
C	WBS 8.2.3.3.1	Removed requirement for the contractor to provide a mechanism for customers to procure imagery at their own expense
I	I.1	Added FAR 52.222-54
J	Attachment J-1	Included ACAs in the description of overall management performance as an area that will be evaluated to be more consistent with clause H.10
J	Attachment J-1	Metric #1 revised
J	Attachment J-1	Metric #4 revised to define “no discrepancies”
J	Attachment J-1	Metric #5 revised to define timely
J	Attachment J-1	Clarification provided for Metric #6
J	Attachment J-2	Dates updated
J	Attachment J-3	Definition of ROM in DRD-2 revised for grammatical correctness
J	Attachment J-3	Modified DRD-11 to include Maintenance Agreement Plan and Report and correct references to Attachment J-20 to Attachment J-11
J	Attachment J-3	DRD -30: Letter “g” deleted as it duplicated letter “b”
J	Attachment J-4	Added acronyms for CISSP and PII
J	Attachment J-10	Added General Customer Support and Human Resource Information Systems; updated data in the table
J	Attachment J-11	Updated list
J	Attachment J-12	Modified job descriptions for IT Professional I-IV and IT Technician I-III and added WSTF labor categories
J	Attachment J-15	Added the number of top secret and secret clearances required
J	Attachment J-20	Minimum changed to maximum in the Column 10 definition
J	Attachment J-20	Added additional hardware for the Human Resource Office systems
J	Attachment J-20	Updated the administrative complexity matrix for all devices listed as .75 to .85 to be consistent with the values contained in the complexity value tab
J	Attachment J-22	Updated WBS 3.0 to be consistent with Clause H.3 and WBS 5.0 to be consistent with Incentive Fee Metric #4
L	L.15	Updated dates for receipt of questions on the final RFP
L	L.19.1.1	Corrected date: Changed start of phase-in from 5/1/09 to 5/1/10

L	L.19.2	Added Government Property Management Plan (DRD-7) to MA1 to be consistent with DRD-7 and changed “past performance attachments” to “past performance questionnaires” for clarification purposes
L	L.19.2	Reference to FAR 3.104-5 corrected to FAR 3.104-4
L	L.19.3	Revised first sentence of paragraph 5 to state that the IDIQ task orders are the task orders that may and are expected to be issued prior to contract start
L	L.19.3.1.1	Provided additional information in scenario 1
L	L.19.3.2	Removed reference to quality plan and MA4; Clarified page count of MA3
L	L.19.3.2	Added to paragraph (b) to provide a Government Property Management Plan to be consistent with DRD-7
L	L.19.3.4	Reference to 29 CFR 1904.5(d) corrected to 29 CFR 1904.29
L	L.19.4	Clarified requirements for past performance questionnaires
L	L.19.4	Deleted the last paragraph of the provision (“In Volume II...”)
L	L.19.5	Deleted note stating that the task orders are for evaluation purposes only and added new note regarding the task orders
L	L.19.5	Added note distinguishing JSC vs. WSTF Contract Labor Categories
L	L.19.5	Made adjustments to the IGE
L	L.19.6	Updated cost proposal instructions, changed efficiency template instructions to show FTE Savings per Month, for WSTF and the New Mexico Gross Receipts tax and to reconcile language to templates; Corrected proposal due date from 11/28/09 to 11/18/09
L	Attachment L-3	Corrected attachment number in Task Order #1, Subtask 1
L	Attachment L-3	Clarified required customer service agent support in Task Order 1
L	Attachment L-3	Added Subtask 3 in Task Order #1
L	Attachment L-3	Task Order #2, Subtask 2 modified
L	Attachment L-3	Updated the number of projects in Task Order #2
L	Attachment L-3	Added Subtask 5 in Task Order #2, subtasks renumbered accordingly
L	Attachment L-3	Deleted Subtask 9 in Task Order #2, subtasks renumbered accordingly
L	Attachment L-3	Added Subtask 19 in Task Order #2, subtasks renumbered accordingly
L	Attachment L-3	Added Subtask 20 in Task Order #2, subtasks renumbered accordingly
L	Attachment L-3	Task Order #2—Corrected WBS references.
L	Attachment L-3	Added Subtask 36 in Task Order #2, subtasks renumbered accordingly
L	Attachment L-3	Added Subtask 38 in Task Order #2, subtasks renumbered accordingly
L	Attachment L-3	Added Subtask 44 in Task Order #2, subtasks renumbered accordingly
L	Attachment L-3	Task Order #3—Updated Subtasks 2 and 3
L	Attachment L-3	Task Order #3—Corrected math error in Subtask 5 Deliverables Table and deleted requirement to attend the INFOCOM Conference
L	Attachment L-3	Task Order #4, Subtask 2 added sizing metrics
L	Attachment L-3	Task Order #4, Subtask 4 updated to provide clarifications
L	Attachment L-3	Task Order #4, Subtask 5 & 6—Clarified deliverables
L	Attachment L-3	Task Order #4—Clarified travel requirements
L	Attachment L-3	Task Order #4, Subtasks 11 and 12 clarified desktop publishing requirements
L	Attachment L-3	Task Order #5—Deleted requirement to attend the a training conference in Subtask 3
L	Attachment L-3	Task Order #5—Revised “sizing data” in subtasks
L	Attachment L-4 Attachment L-5 Attachment L-6	Updated Templates to include WSTF and the New Mexico Gross Receipt Tax and add non-labor resource cost elements; updated the efficiency template
M	M.4.1.2	Clarification provided for the SBA Ostensible Contractor Rule Information
M	M.4.3	Updated Factor 3—Cost to include a reference to NFS 1815.370